

PART B - FEE(S) TRANSMITTAL

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JUL 13 2005

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00758 7590 04/13/2005

FENWICK & WEST LLP
SILICON VALLEY CENTER
801 CALIFORNIA STREET
MOUNTAIN VIEW, CA 94041

07/14/2005 WASFAW2 00000103 09193833

01 FC:1501	1400.00 OP
02 FC:1504	300.00 DP
03 FC:8001	30.00 DP

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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09/193,833	1/17/1998	MARK GAINAY	003838.P001	2499
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TITLE OF INVENTION: METHOD AND APPARATUS FOR PERFORMING ENTERPRISE EMAIL MANAGEMENT

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
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nonprovisional	NO	\$1400	\$300	\$1700	07/13/2005
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EXAMINER	ART UNIT	CLASS-SUBCLASS
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LE, DEBBIE M	2167	707-010000
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1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.
 "Fee Address" indication (or "Fee Address" Indication form PTO/SB/47, Rev. 03-02 or more recent) attached. **Use of a Customer Number is required.**

2. For printing on the patent front page, list

(1) the names of up to 3 registered patent attorneys or agents OR, alternatively,
(2) the name of a single firm (having as a member a registered attorney or agent) and the names of up to 2 registered patent attorneys or agents. If no name is listed, no name will be printed.

1 **FENWICK & WEST LLP**

2 _____
3 _____

3. ASSIGNEE NAME AND RESIDENCE DATA TO BE PRINTED ON THE PATENT (print or type)

PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Kana Software, Inc.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Menlo Park, California

Please check the appropriate assignee category or categories (will not be printed on the patent): Individual Corporation or other private group entity Government

4a. The following fee(s) are enclosed:

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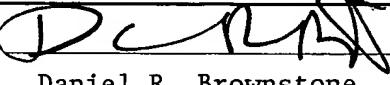
The Director is hereby authorized to charge the required fee(s), or credit any overpayment, to Deposit Account Number **19-2555** (enclose an extra copy of this form).

5. Change in Entity Status (from status indicated above)

a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27.

b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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Authorized Signature 

Date **July 11, 2005**

Typed or printed name **Daniel R. Brownstone**

Registration No. **46,581**

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